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Substitute for form 1449A/PTO		Complete (if Known)	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	
		Filing Date	
		First Named Inventor	
		Group Art Unit	
		Examiner Name	
Sheet 1 of /	Attorney Docket No.	CE11527JDP	

U. S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. †	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code* (if known)			
DH	—	6,614,769	B1	ERLICK ET AL.	09-02-2003	_____
DH	—	6,580,916	B1	WEISSHAAR ET AL.	06-17-2003	_____
DH	—	6,493,556	B1	Stinson	12-10-2002	_____
DH	—	6,345,279	B1	Li et al.	2-5-2002	_____
DH	—	5,987,334	—	Kaku	11-16-1999	_____
DH	—	5,878,274	—	Kono et al.	03-02-1999	_____
DH	—	6,138,010	—	Rabe et al.	10/24/2000	_____
DH	—	US2003/0135631	A1	Li et al.	07-17-2003	_____
DH	—	US2003/0063728	A1	Sibal et al.	04-03-2003	_____
DH	—	US2003/0046401	A1	Abbott et al.	03-06-2003	_____

FOREIGN PATENT DOCUMENTS								
Examiner Initials*	Cite No. †	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Trans*
		Office	Number *	Kind Code* (if known)				
DH	—	EP	1143679	A2	MAES, STEPHEN	10/10/01	_____	_____
DH	—	WO	00/21249	A1	Motorola, Inc.	4/13/2000	_____	_____
DH	—	WO	00/21075	A1	IBM	4/13/2000	_____	_____
DH	—	WO	02/29603	A1	INTEL CORP.	04-11-2002	_____	_____

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	
		Filing Date	
		First Named Inventor	Sanjgepalil V. Pravaenkumar
		Group Art Unit	
		Examiner Name	
Sheet 1 of 1	Attorney Docket No.	CE11527JDP	

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
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DE	—	RouteScience, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html , 12/11/03	✓
DE	—	Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html , 2pages NO DATE LISTED	✓
DE	—	"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu-norddanmark.dk/download/IST%20012%20MultiModal Interfaces , NO DATE LISTED	✓
DE	—	"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002, NO MONTH LISTED	✓

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